

100

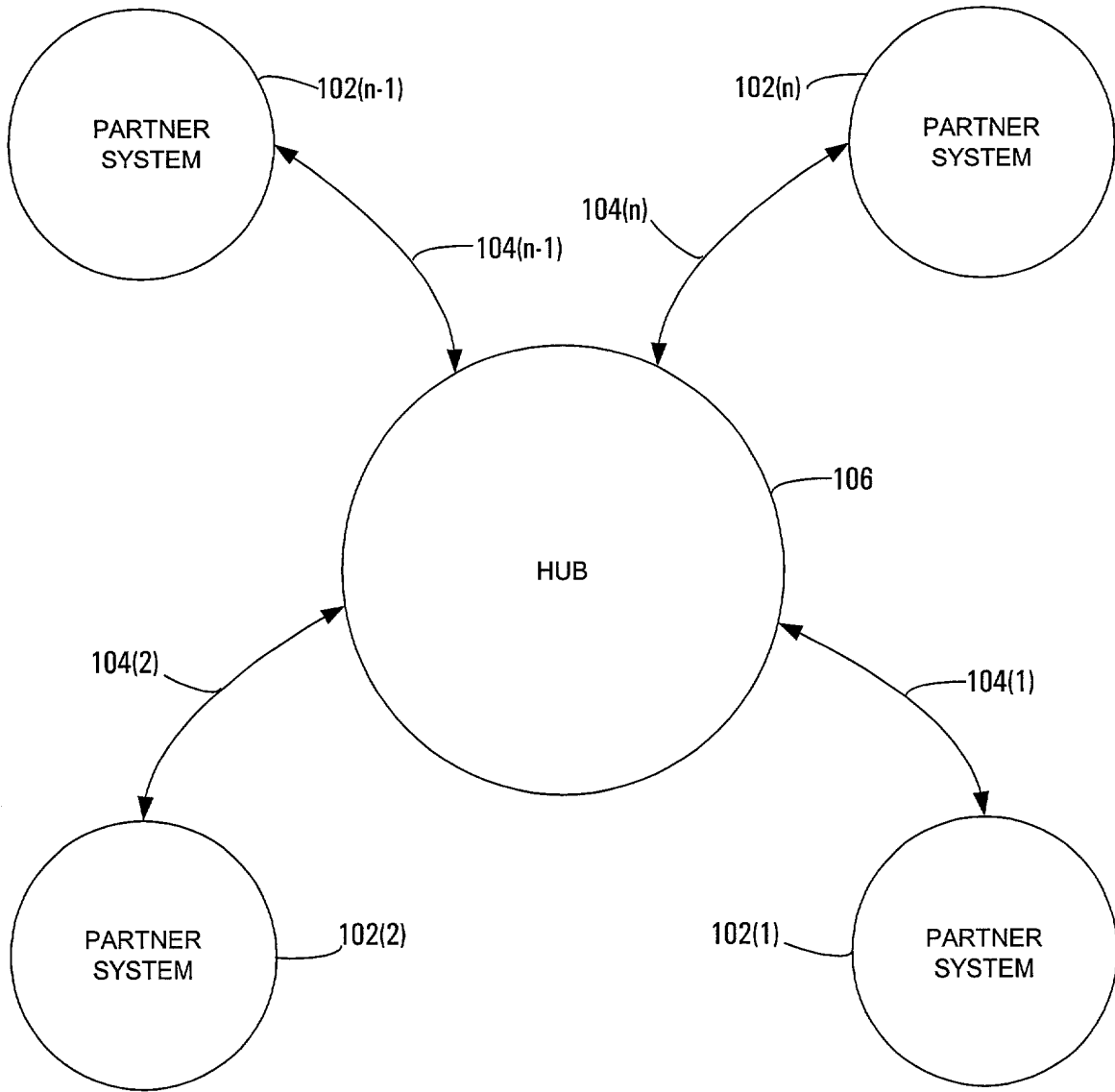


FIG. 1

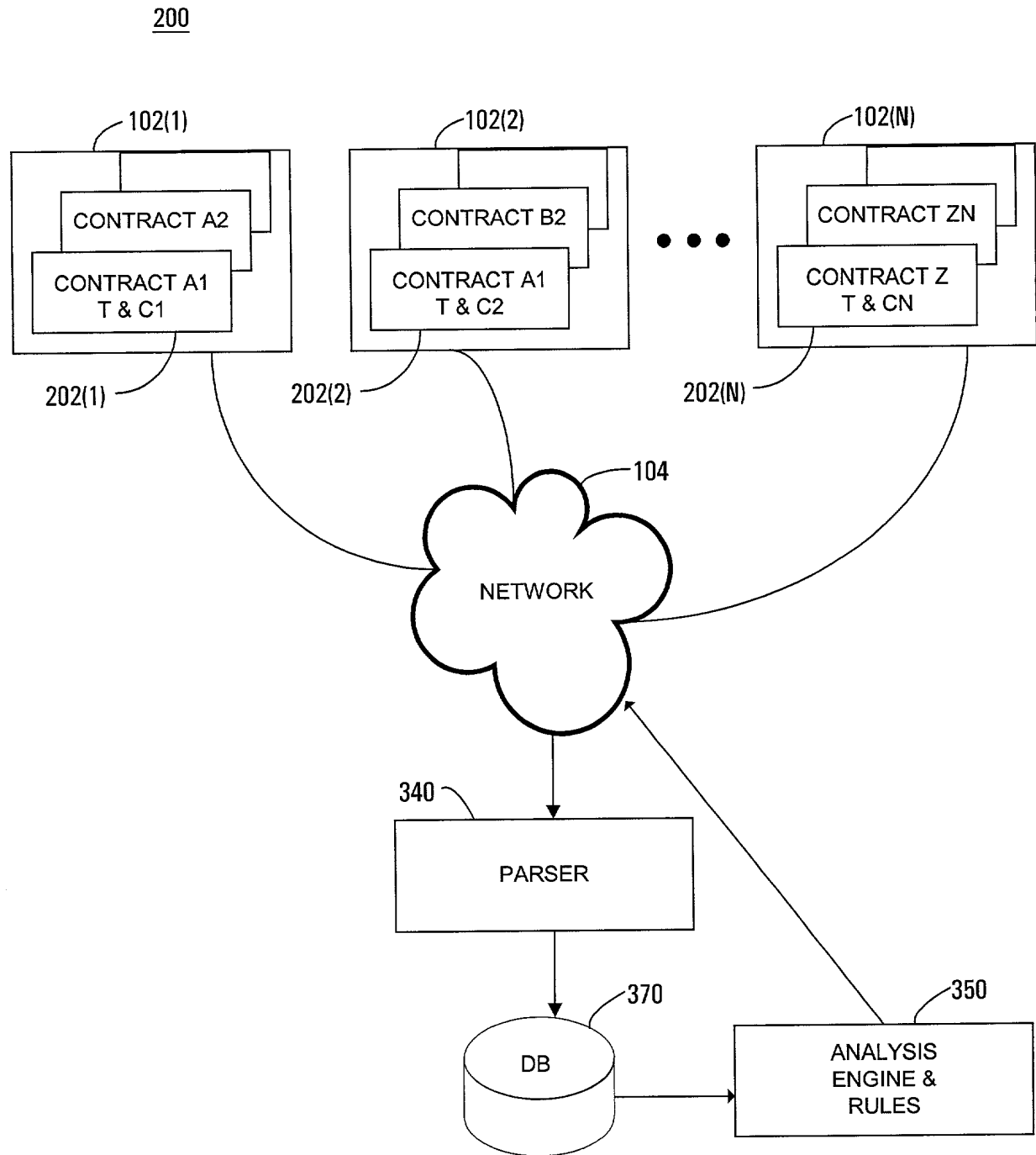


FIG. 2

300

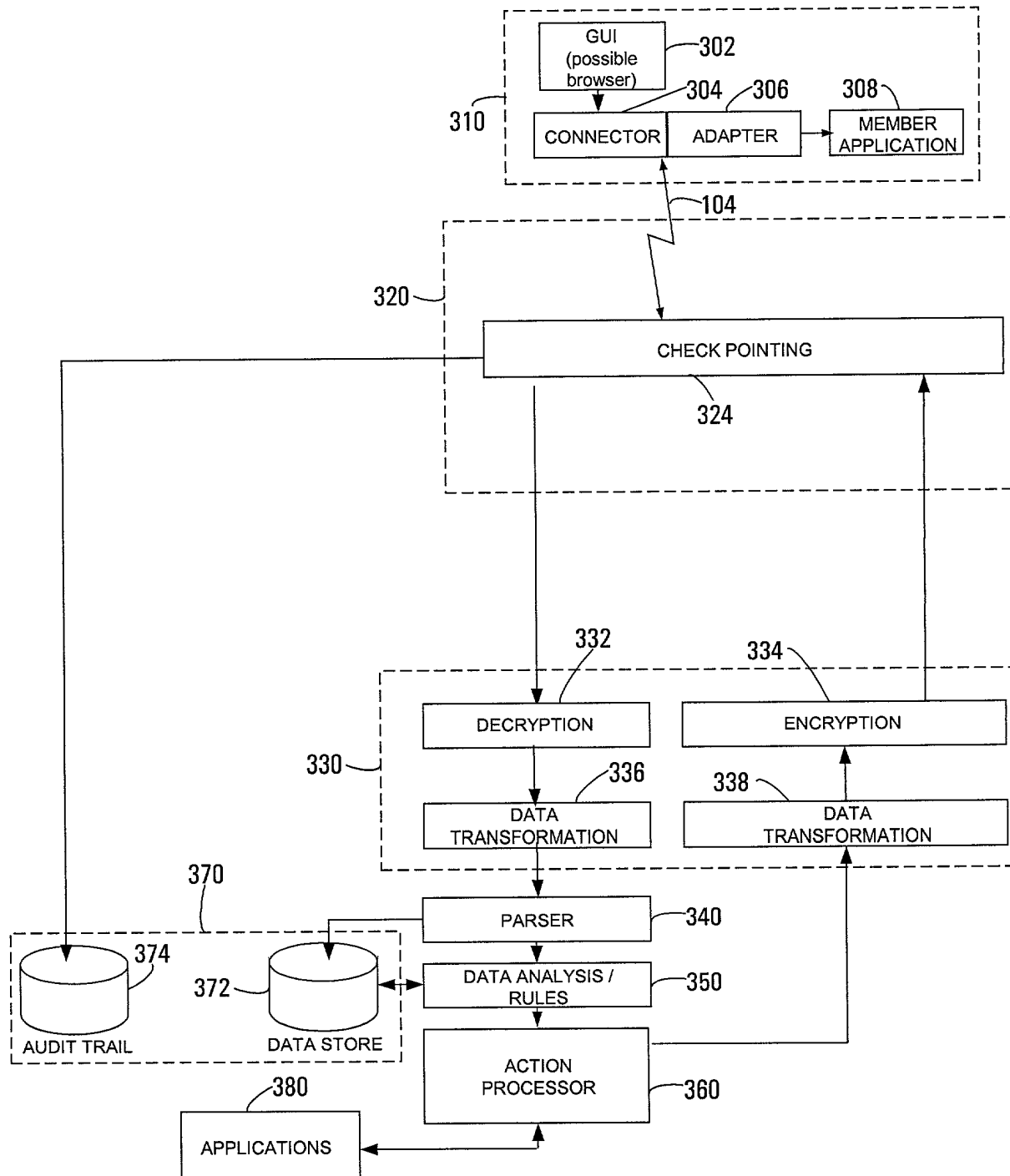


FIG. 3

400

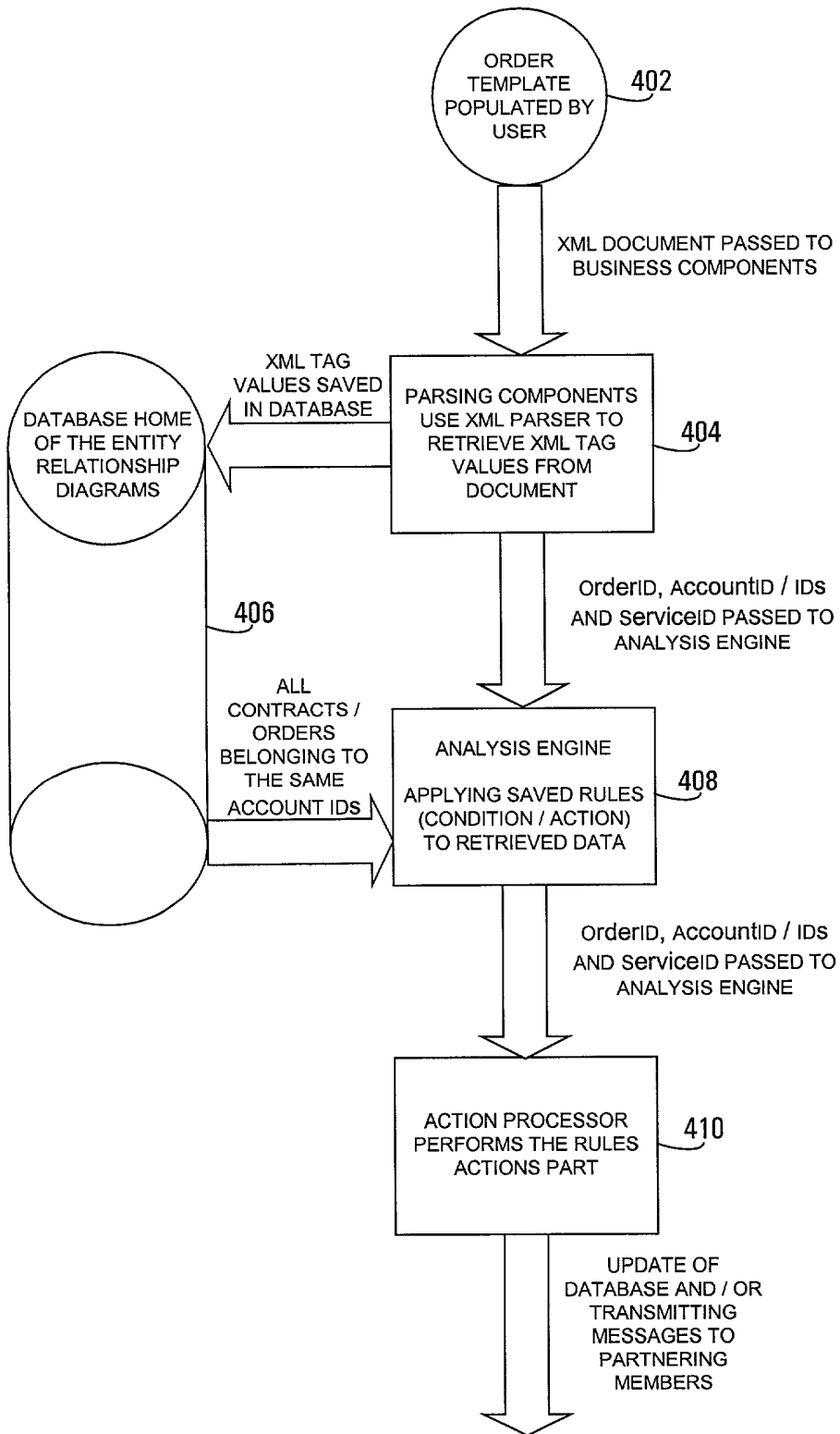


FIG. 4

500

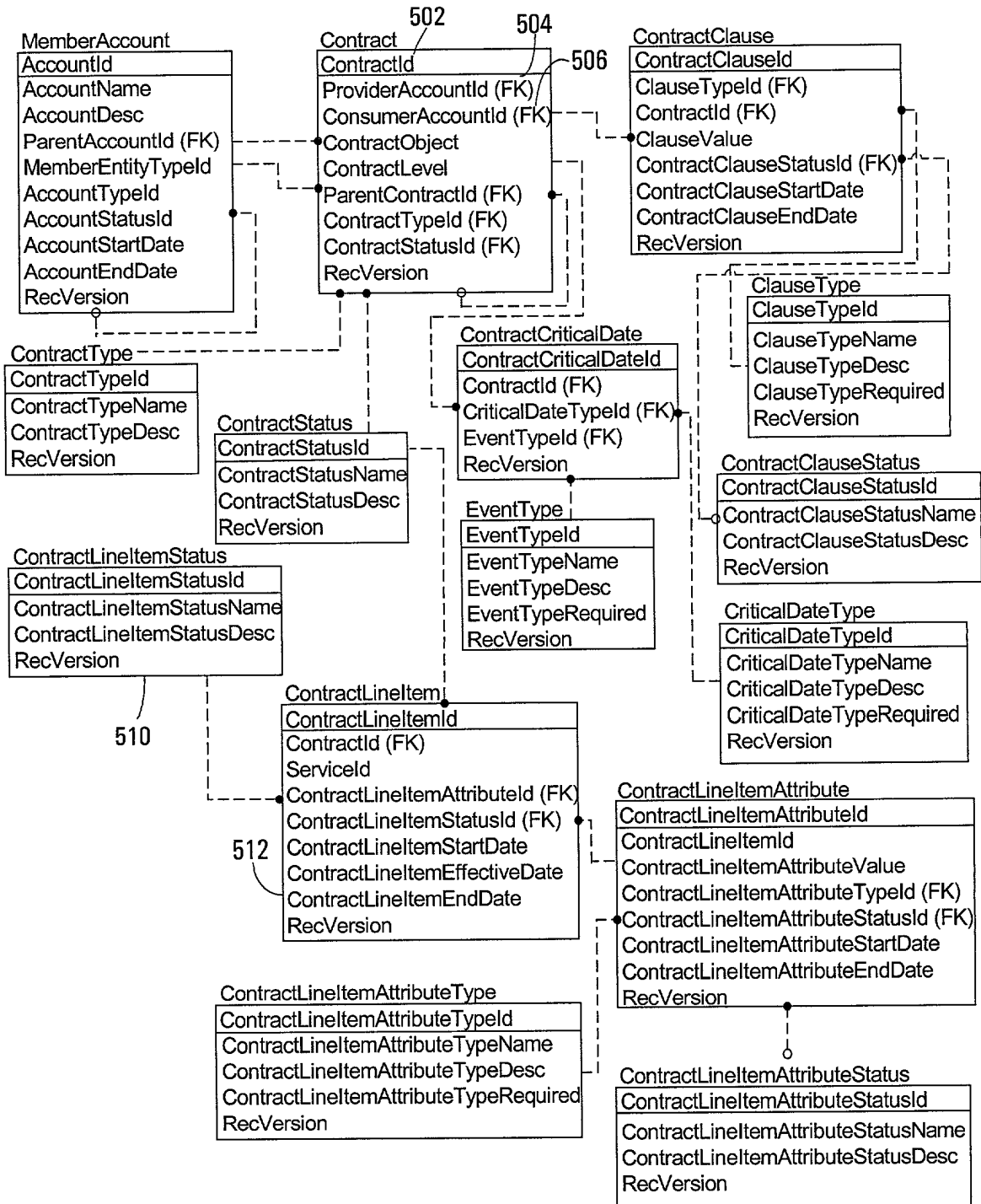


FIG. 5A

520

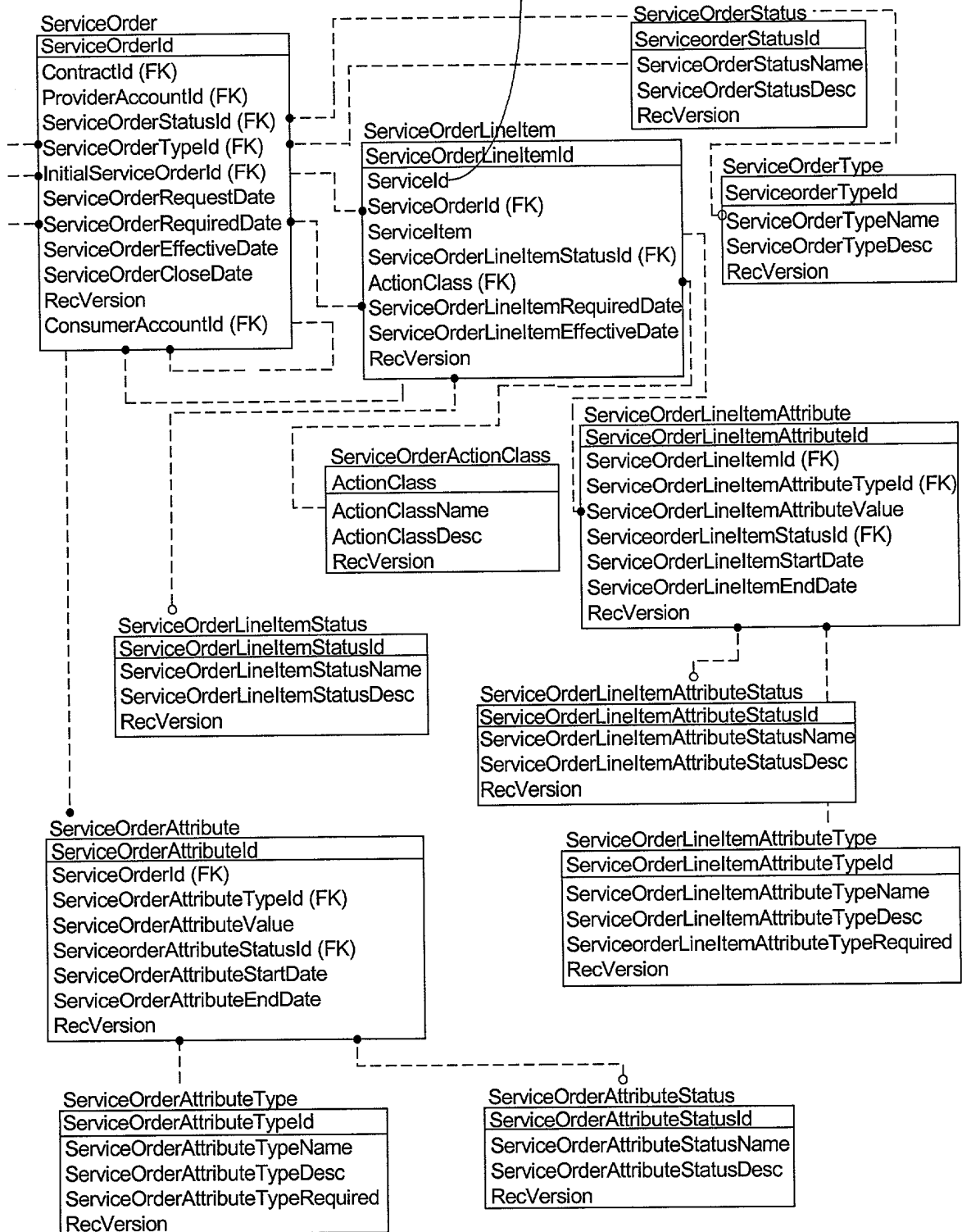


FIG. 5B

600

```

<?xml version ="1.0"?>
<!DOCTYPE Contract SYSTEM "PartnerCommunityNamespace.dtd">
<Order>
  <OrderID>only text</OrderID>
  <AccountID>only text</AccountID>
  <UserID>only text</UserID>
  <OrderLineItem>
    602 ── <Service>
      <ServiceID>only text</ServiceID>
      <Account>
      </Account>
      <CriticalDates>
      </CriticalDates>
      <Attributes>
        <AttributeType>only text</AttributeType>
        <AttributeValue>only text</AttributeValue>
        <DisplayName>only text</DisplayName>
        <Description>only text</Description>
        <DataType>only text</DataType>
        <Flags>only text</Flags>
        <Importance>only text</Importance>
        <Status>only text</Status>
      </Attributes>
      <Title>only text</Title>
    604 ── </Service>
      <Attributes>
        <AttributeType>only text</AttributeType>
        <AttributeValue>only text</AttributeValue>
        <DisplayName>only text</DisplayName>
        <Description>only text</Description>
        <DataType>only text</DataType>
        <Flags>only text</Flags>
        <Importance>only text</Importance>
        <Status>only text</Status>
      </Attributes>
      <OrderLineItemID>only text</OrderLineItemID>
      <CriticalDates>
        <DateID>only text</DateID>
        <DateName>only text</DateName>
        <DateValue>only text</DateValue>
        <DateDescription>only text</DateDescription>

```

FIG. 6A

```
<Flags>only text</Flags>
<Importance>only text</Importance>
<Status>only text</Status>
<Event>
  <EventType>only text</EventType>
  <EventDescription>only text</EventDescription>
</Event>
</CriticalDates>
<ActionClass>only text</ActionClass>
<Status>only text</Status>
</OrderLineItem>
<ContractID>only text</ContractID>
<Attributes>
  <AttributeType>only text</AttributeType>
  <AttributeValue>only text</AttributeValue>
  <DisplayName>only text</DisplayName>
  <Description>only text</Description>
  <DataType>only text</DataType>
  <Flags>only text</Flags>
  <Importance>only text</Importance>
  <Status>only text</Status>
</Attributes>
<Status>only text</Status>
</Order>
```

FIG. 6B

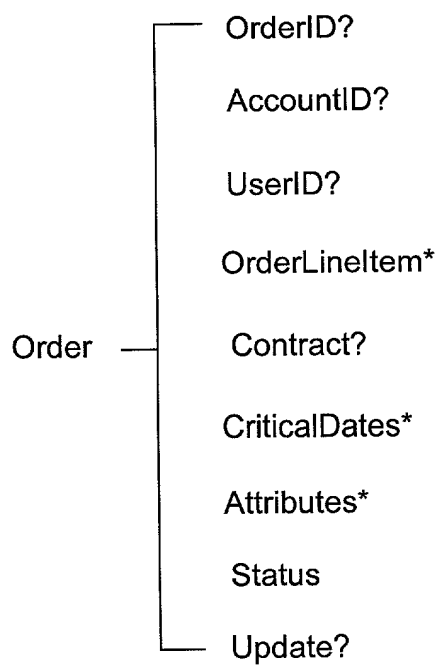


FIG. 7

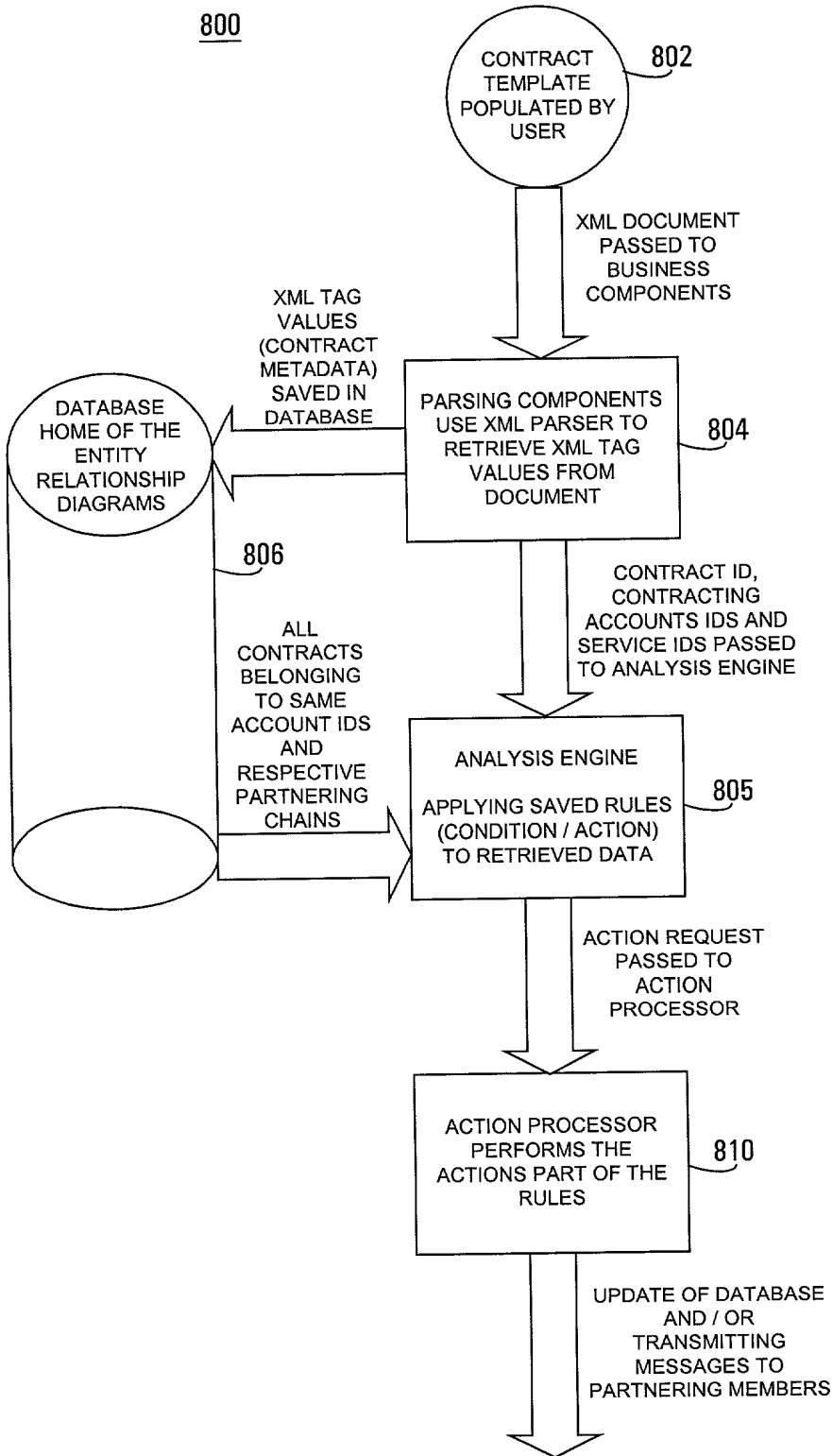


FIG. 8

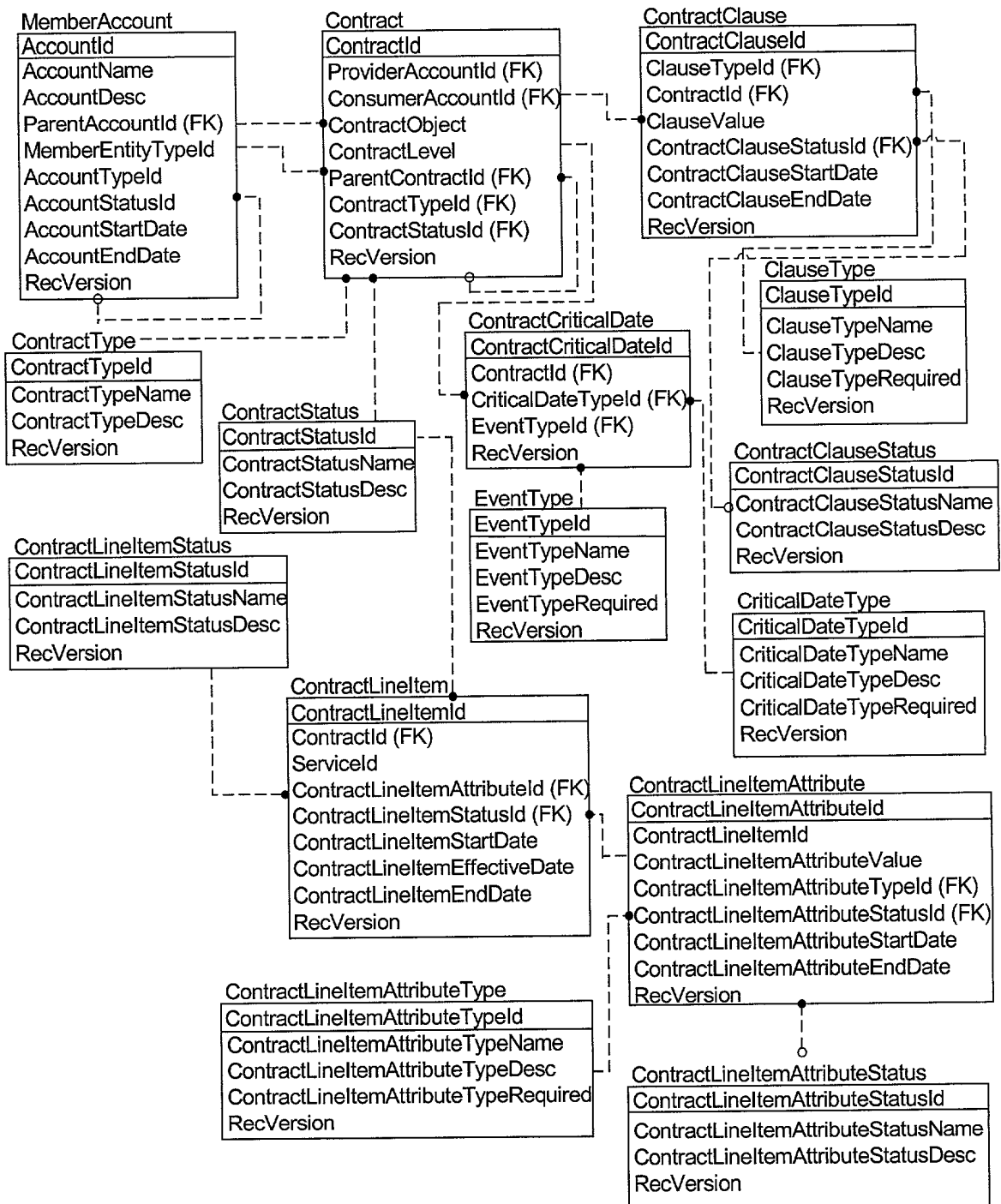


FIG. 9

```

<?xml version="1.0"?>
<!DOCTYPE Contract SYSTEM "PartnerCommunityNamespace.dtd">
<Contract>
  <Status>only text</Status>
  <ContractID>only text</ContractID>
  <ParentContractID>
    <ContractID>only text</ContractID>
  </ParentContractID>
  <ChildContracts>
    <ContractID>only text</ContractID>
  </ChildContracts>
  <ProviderAccount>
    <Account>
    </Account>
  </ProviderAccount>
  <ConsumerAccount>
    <Account>
    </Account>
  </ConsumerAccount>
  <ContractLineItem>
    <LineItemID>only text</LineItemID>
    <Service>
      1002 — <ServiceID>only text</ServiceID>
        <Account>
        </Account>
        <Attributes>
          <AttributeType>only text</AttributeType>
          <AttributeValue>only text</AttributeValue>
          <DisplayName>only text</DisplayName>
          <Description>only text</Description>
          <DataType>only text</DataType>
          <Flags>only text</Flags>
          <Importance>only text</Importance>
          <Status>only text</Status>
        </Attributes>
        <Title>only text</Title>
      </Service>
      1004 — <Attributes>
        <AttributeType>only text</AttributeType>
        <AttributeValue>only text</AttributeValue>
        <DisplayName>only text</DisplayName>
        <Description>only text</Description>
        <DataType>only text</DataType>
        <Flags>only text</Flags>
        <Importance>only text</Importance>
        <Status>only text</Status>
      </Attributes>
    </ContractLineItem>
  </Contract>

```

FIG. 10A

+

13/55

```

        <Flags>only text</Flags>
        <Importance>only text</Importance>
        <Status>only text</Status>
    </Attributes>
    <Status>only text</Status>
    <StartDate>only text</StartDate>
    <EffectiveDate>only text</EffectiveDate>
    <EndDate>only text</EndDate>
</ContractLineItem>
<ContractClause>
    <ClauseID>only text</ClauseID>
    <ClauseType>
        <ClauseTypeID>only text</ClauseTypeID>
        <Name>only text</Name>
        <Description>only text</Description>
    </ClauseType>
    <ClauseValue>only text</ClauseValue>
</ContractClause>
<CriticalDates>
    <DateID>only text</DateID>
    <DateName>only text</DateName>
    <DateValue>only text</DateValue>
    <DateDescription>only text</DateDescription>
    <Flags>only text</Flags>
    <Importance>only text</Importance>
    <Status>only text</Status>
    <Event>
        <EventType>only text</EventType>
        <EventDescription>only text</EventDescription>
    </Event>
</CriticalDates>
<Level>only text</Level>
<ContractType>
    <Type>only text</Type>
    <Name>only text</Name>
    <Description>only text</Description>
</ContractType>
</Contract>

```

FIG. 10B

+

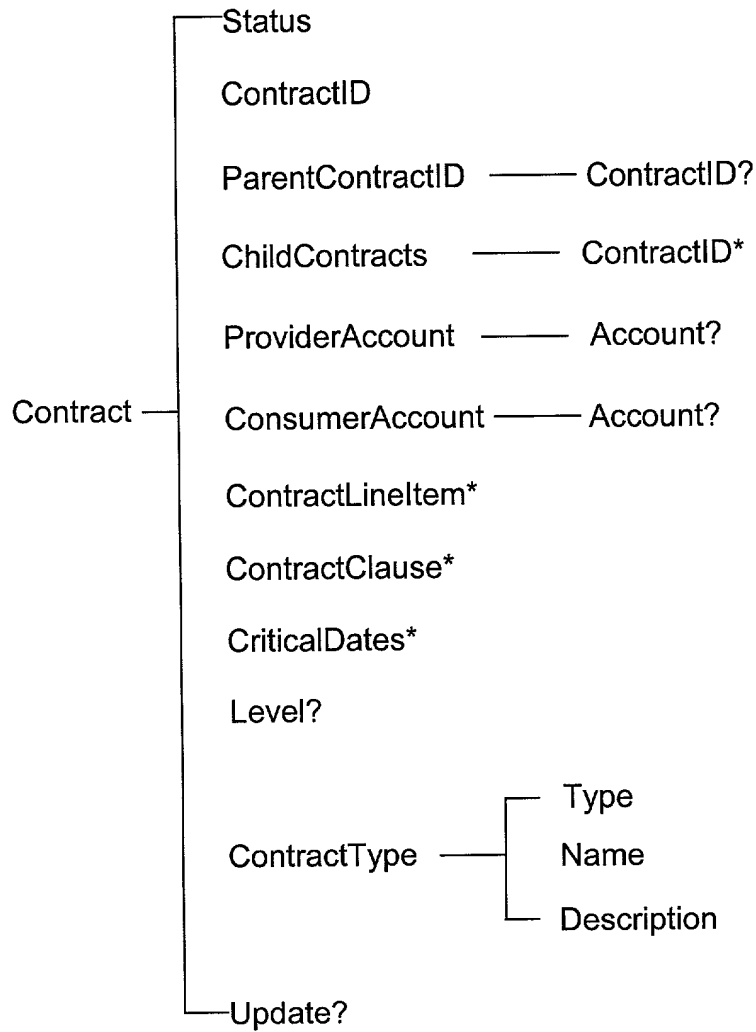


FIG. 11

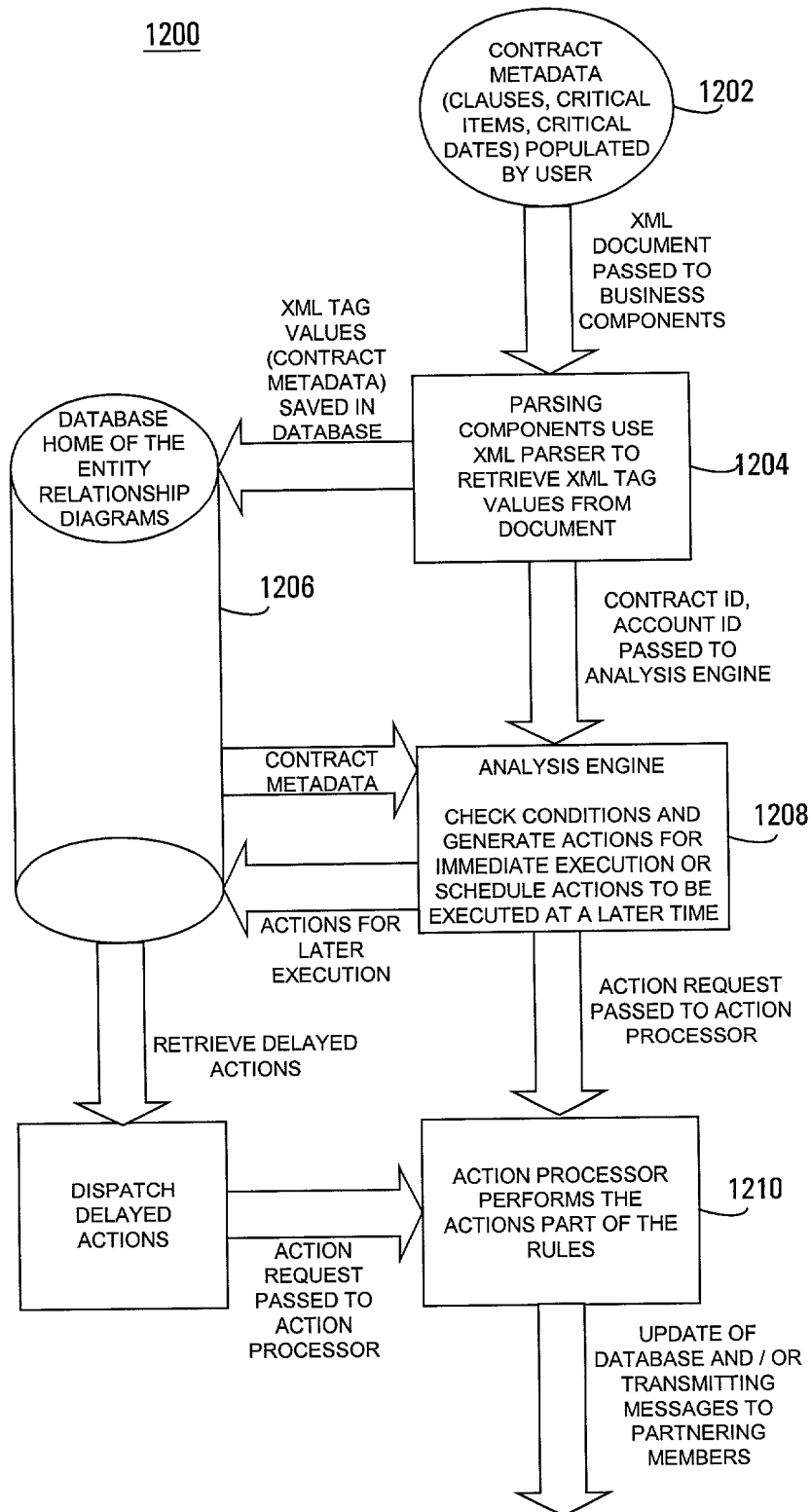


FIG. 12

1300

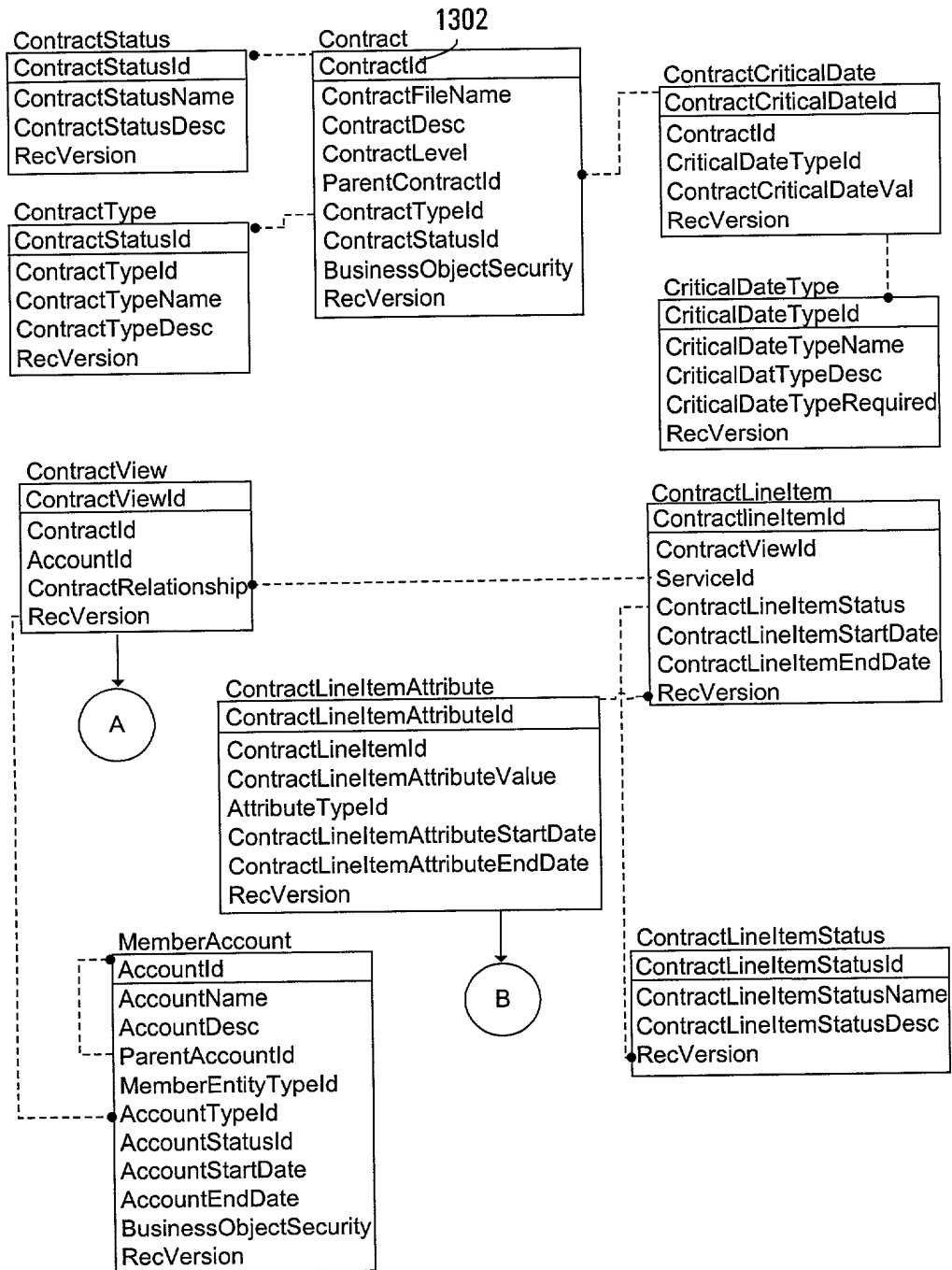


FIG. 13A

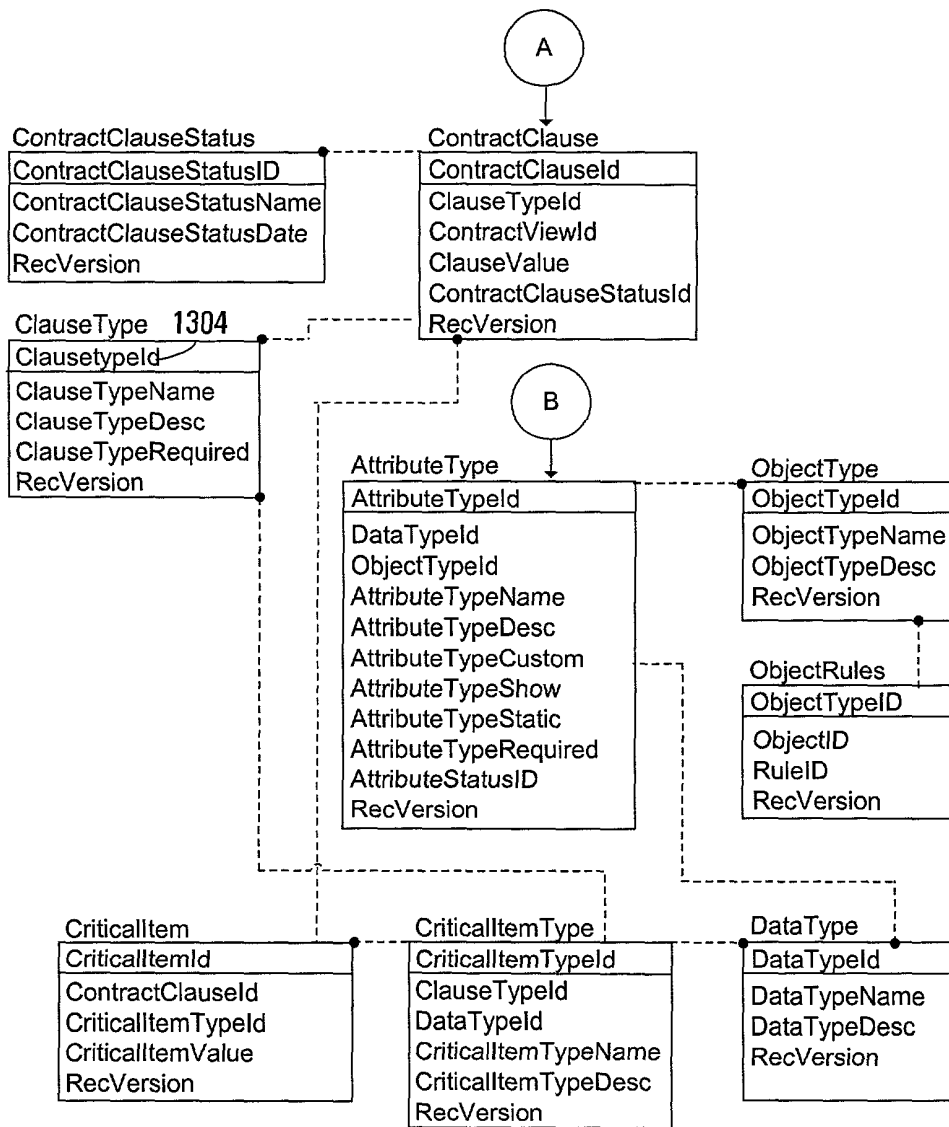


FIG. 13B

+

1400

18/55

```

<?xml version="1.0"?>
<!DOCTYPE DocumentBody SYSTEM
"file:///C:/inetpub/wwwroot/PartnerCommunity/Schemas/PartnerCommunityNamespacePH3.dtd"
>
<!--Generated by XML Authority.-->
<DocumentBody>
  <DocumentHeader>
    <SecurityContext>
      1406 ┌ <UserID>
          │ </UserID>
          │ <AccountID>
          │ </AccountID>
        </SecurityContext>
    <OperationStatus>
      <Errors>
      </Errors>
      <Status>
      </Status>
    </OperationStatus>
  </DocumentHeader>
  <Document>
    <Contract>
      <Status>In Dispute</Status>
      1402 ┌ <ContractID>200</ContractID>
          │ <ParentContractID></ParentContractID>
          │ <ChildContracts>
          │ </ChildContracts>
          │ <Partners>
          │   <Partner>
          │     1404 ┌ <AccountID>9</AccountID>
          │             <Relationship>Consumer</Relationship>
          │             <Account>
          │             </Account>
          │             <ParentAccountID>
          │               <AccountID></AccountID>
          │             </ParentAccountID>
          │             <ChildAccounts></ChildAccounts>
          │             <Attributes>
          │               <Attribute></Attribute>
          │             </Attributes>
          │             <AddressBooks>
          │               <AddressBook></AddressBook>
          │             </AddressBooks>
          │             <Level>0</Level>
          │             <Status>Active</Status>
          │           </Partner>
          </Partners>
        </Contract>
  </Document>
</DocumentBody>

```

FIG. 14A

+

```

<AccountTypes>
  <AccountType>4</AccountType>
  <Description>Temporary Individual level account
  </Description>
  <Name>Guest</Name>
</AccountTypes>
<EntityTypes>
  <EntityType>2</EntityType>
  <Name>Application Service Provider</Name>
  <Description>Application Service Provider
  </Description>
</EntityTypes>
</Partner>
<Partner>
  <AccountID>10</AccountID>
  <Relationship>Provider</Relationship>
  <Account>    </Account>
  <ParentAccountID>
    <AccountID></AccountID>
  </ParentAccountID>
  <ChildAccounts></ChildAccounts>
  <Attribute></Attribute>
  <AddressBooks>
    <AddressBook></AddressBook>
  </AddressBooks>
  <Level>0</Level>
  <Status>Active</Status>
  <AccountTypes>
    <AccountType>4</AccountType>
    <Description>Temporary Individual level account
    </Description>
    <Name>Guest</Name>
  </AccountTypes>
  <EntityTypes>
    <EntityType>6</EntityType>
    <Name>None</Name>
    <Description>Does not belong to any specific market
    type</Description>
  </EntityTypes>
</Partner>
</Partners>
<ContractLineItems>
  <ContractLineItem>
    <LineItemID>154</LineItemID>
    <ContractID>70</ContractID>
    <ServiceID>34</ServiceID>
    <Status>Canceled</Status>
    <StartDate>02/27/2001</StartDate>
    <EndDate>02/27/2001</EndDate>
  </ContractLineItem>
</ContractLineItems>

```

FIG. 14B

+

20/55

```

</ContractLineItem>
<ContractClauses>
  <ContractClause>
    <ClauseID>-858993460</ClauseID>
    <ContractID>200</ContractID>
    <ClauseType>
      <ClauseTypeID>17</ClauseTypeID>
      <Name>Disclaimer of Warranty</Name>
    </ClauseType>
    <ClauseValue>dsds</ClauseValue>
  </ContractClause>
  <ContractClause>
    <ClauseID>154</ClauseID>
    <ContractID>200</ContractID>
    1408 — <ClauseType>
      <ClauseTypeID>11</ClauseTypeID>
      <Name>Term</Name>
    </ClauseType>
    <ClauseValue>New Details</ClauseValue>
    <CriticalItems>
      <CriticalItem>
        <CriticalItemType>1</CriticalItemType>
        <CriticalItemValue>82124</CriticalItemValue>
        <DisplayName>Contract Term</DisplayName>
        <Description>Term of contract in number of
          months</Description>
        <DataType>NUMBER</DataType>
      </CriticalItem>
    </CriticalItems>
  </ContractClause>
</ContractClauses>
<CriticalDates>
  <CriticalDate><DateID>333</DateID>
    <DateName>Start Date</DateName>
    <DateValue>02/27/2001</DateValue>
    <DateDescription>Agreement start date
    </DateDescription>
    <DateFlags></DateFlags>
    <DateImportance></DateImportance>
    <DateStatus></DateStatus>
  </CriticalDate>
</CriticalDates>
<Level></Level>
<ContractType>
  <Type>2</Type>
  <Name>Service Level Agreement</Name>

```

FIG. 14C

+

```

        <Description>Service Level Agreement</Description>
    </ContractType>
    <Description>New Details</Description>
    <ContractDocument>
        <DocumentName>ADbaba22.txt</DocumentName>
        <DocumentData>
            </DocumentData>
        </ContractDocument>
    <Update>
    </Update>
</Contract>
</Document>
</DocumentBody>

```

FIG. 14D

+

1500

22/55

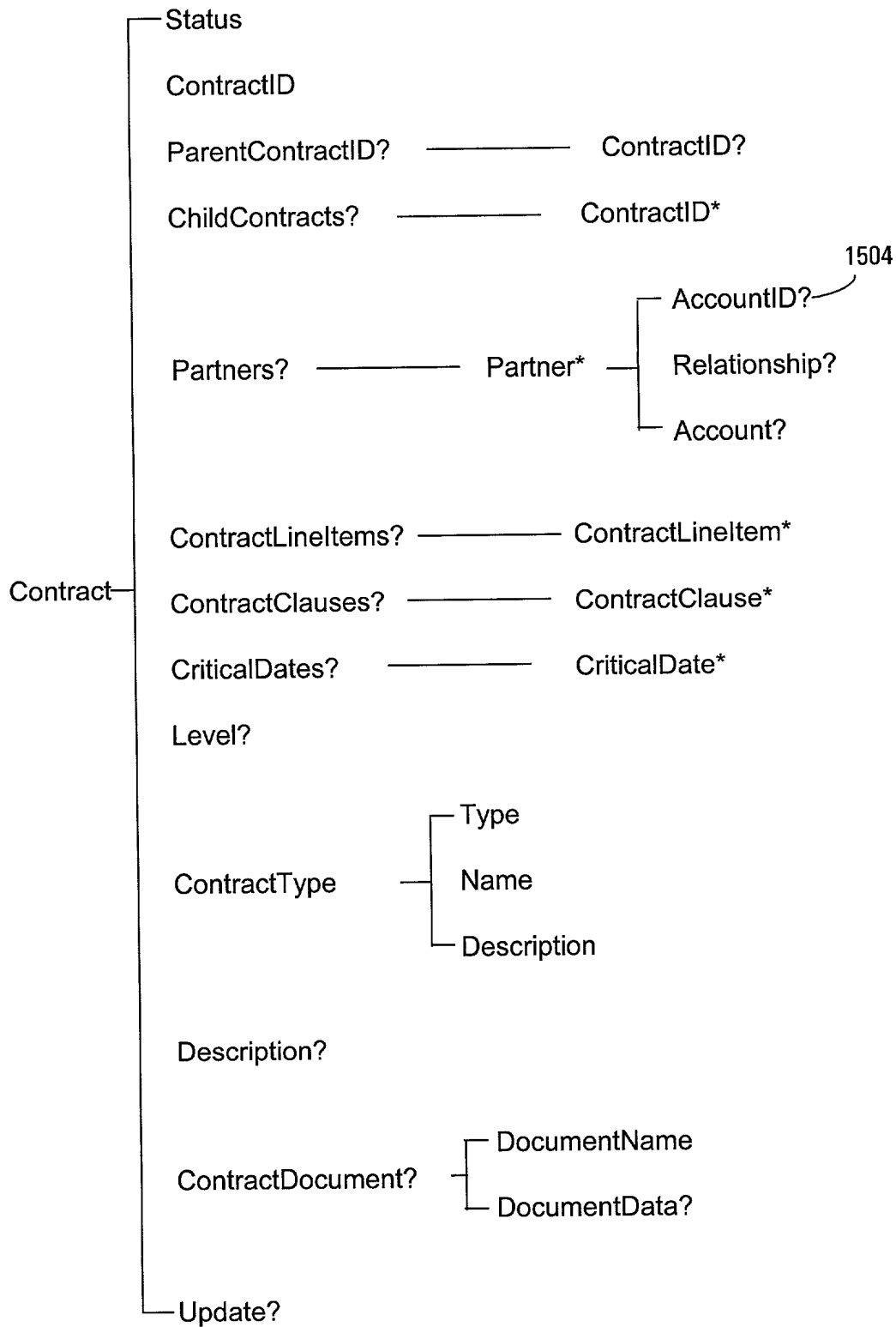


FIG. 15A

+

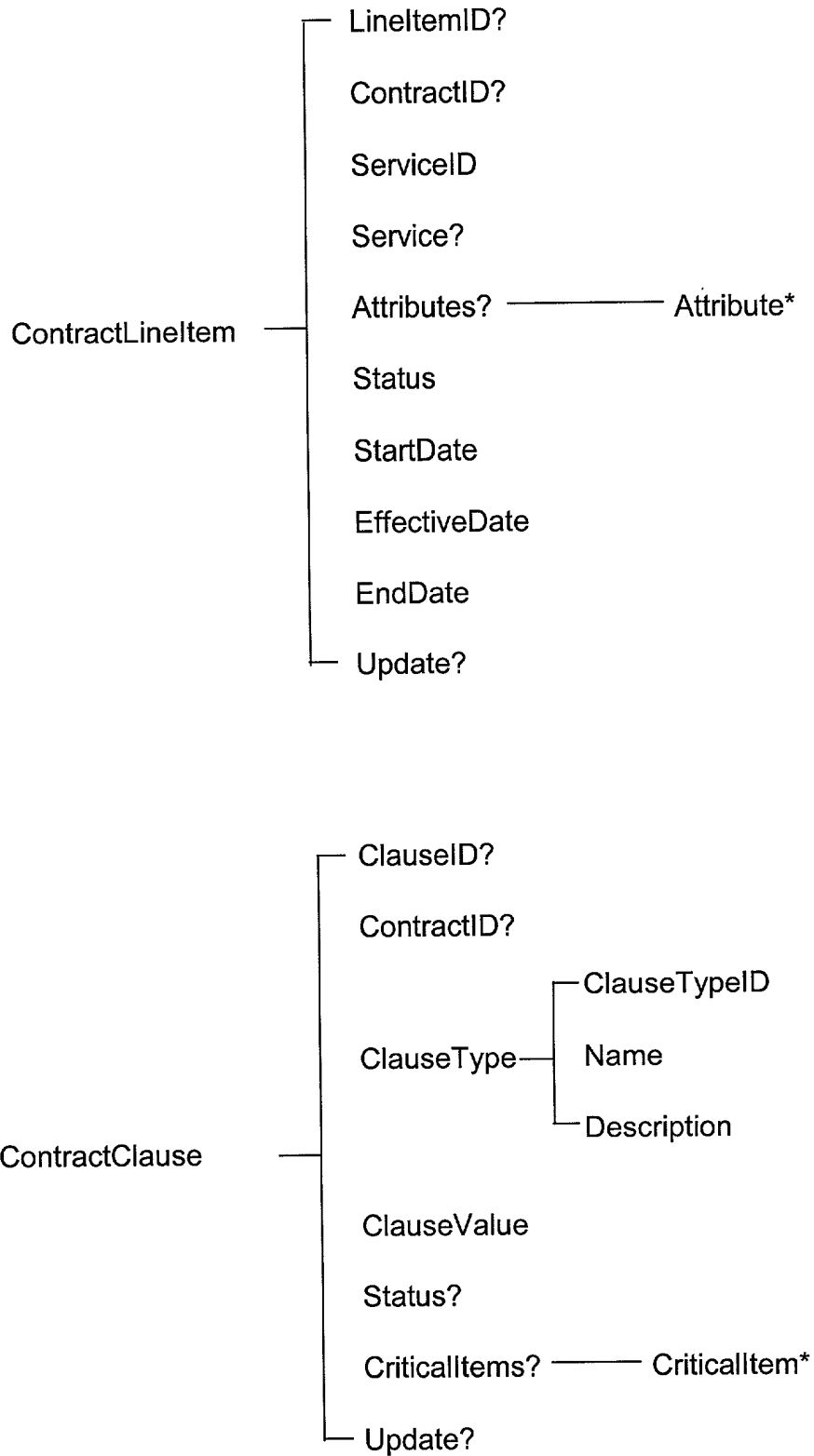


FIG. 15B

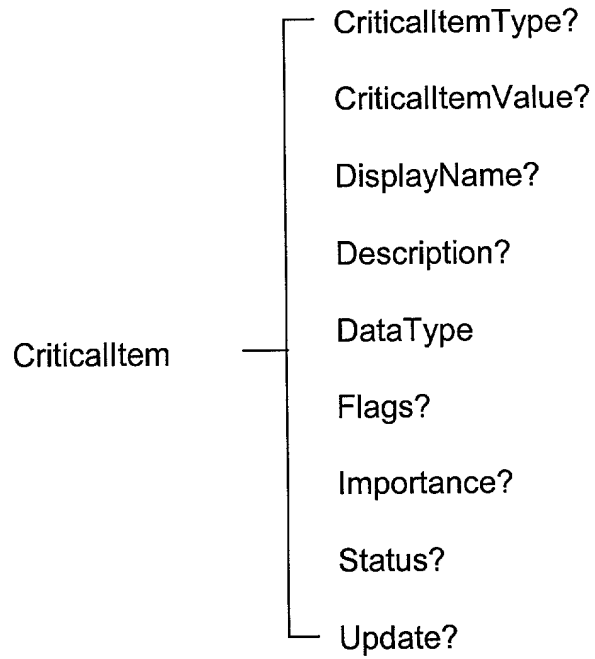


FIG. 15C

1600

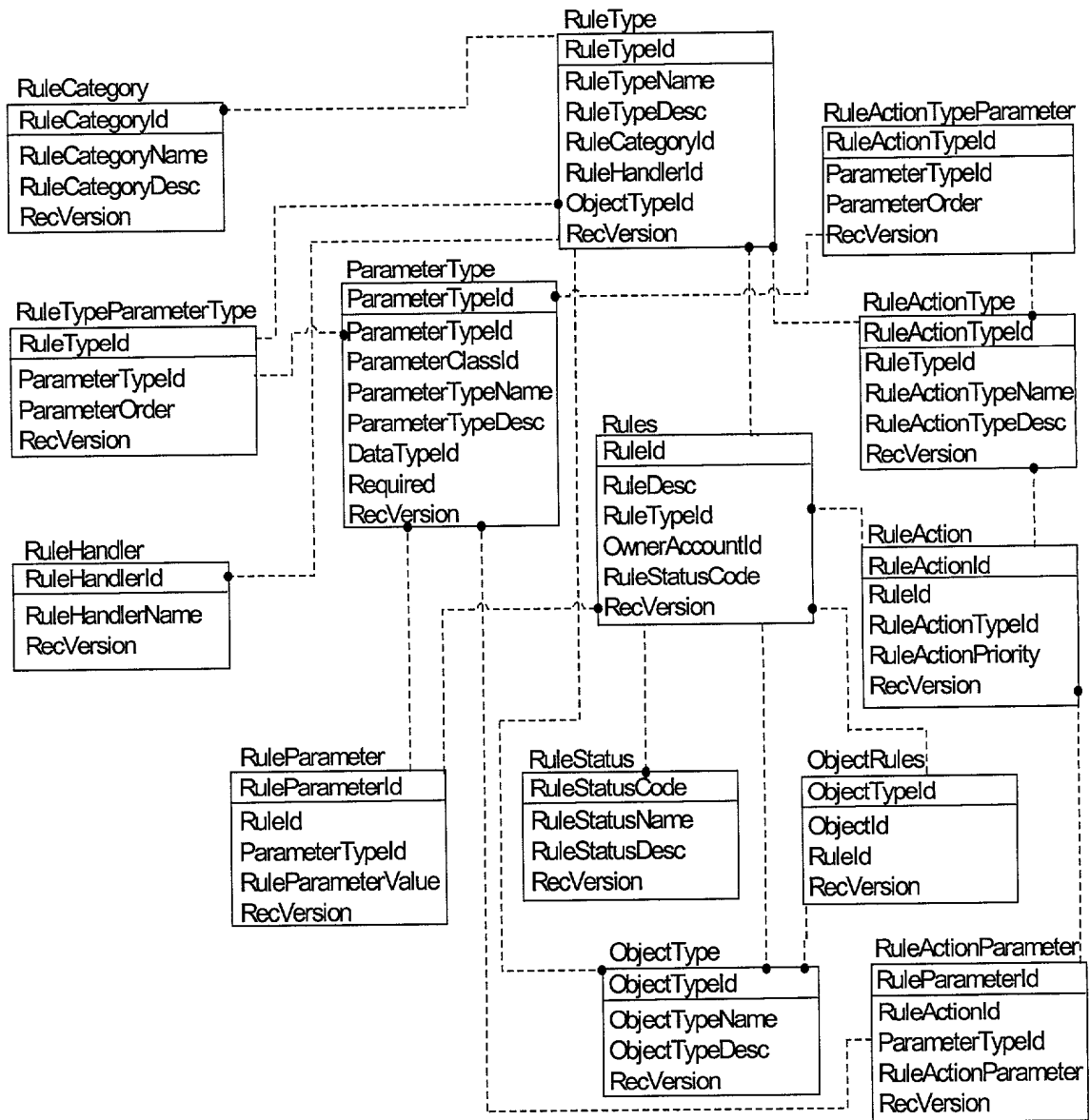


FIG. 16

1700

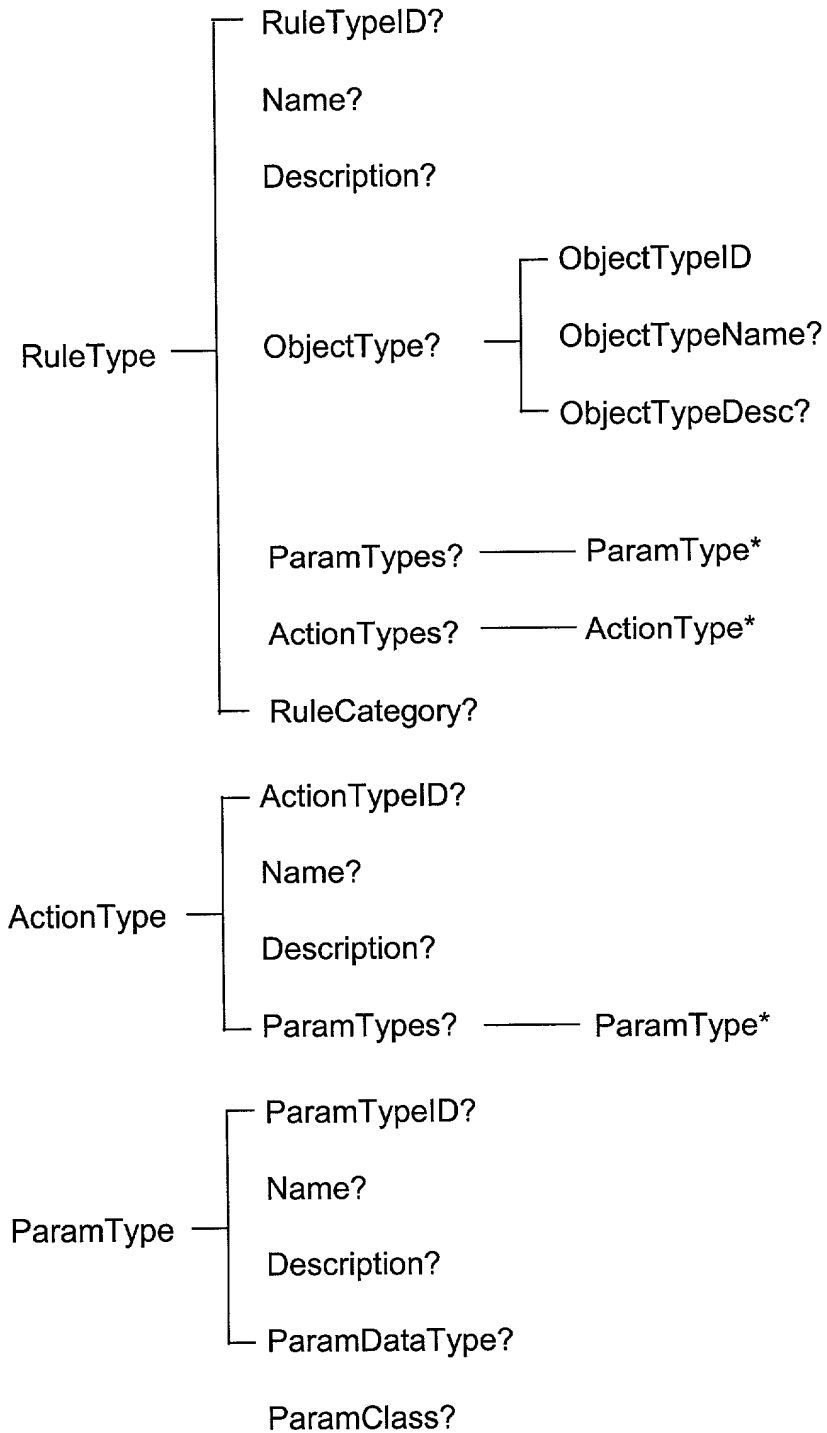


FIG. 17A

27/55

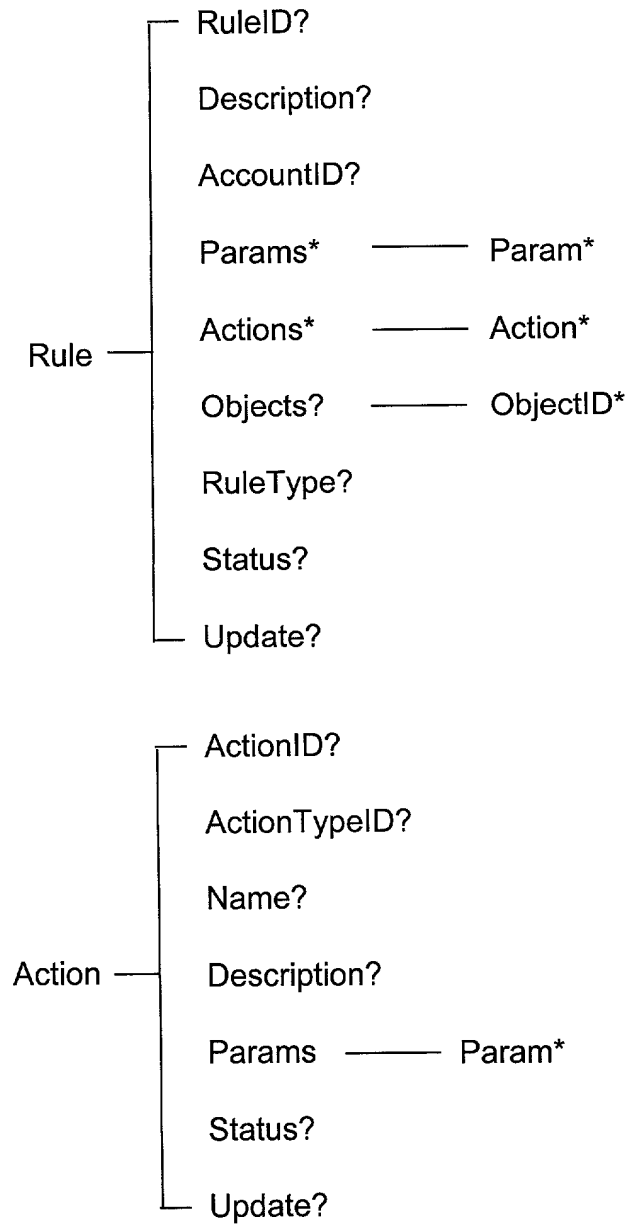


FIG. 17B

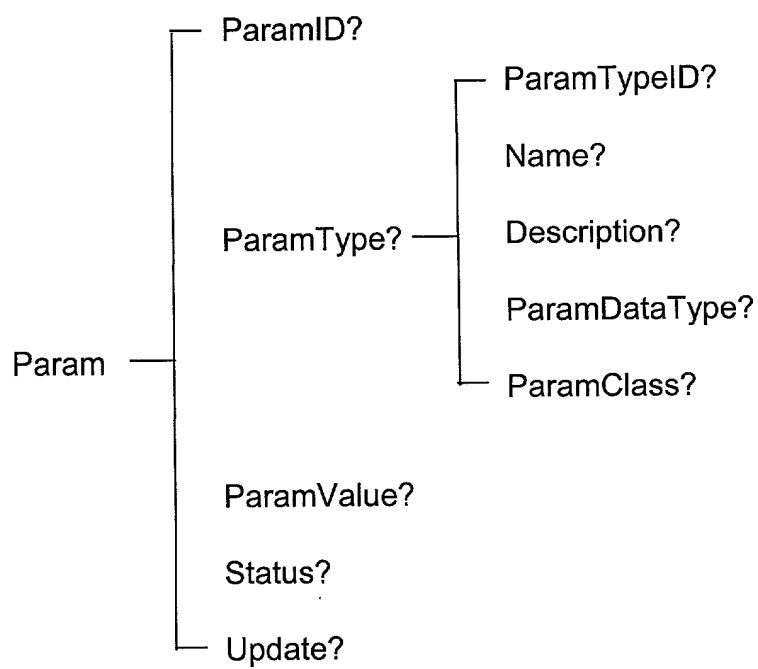


FIG. 17C

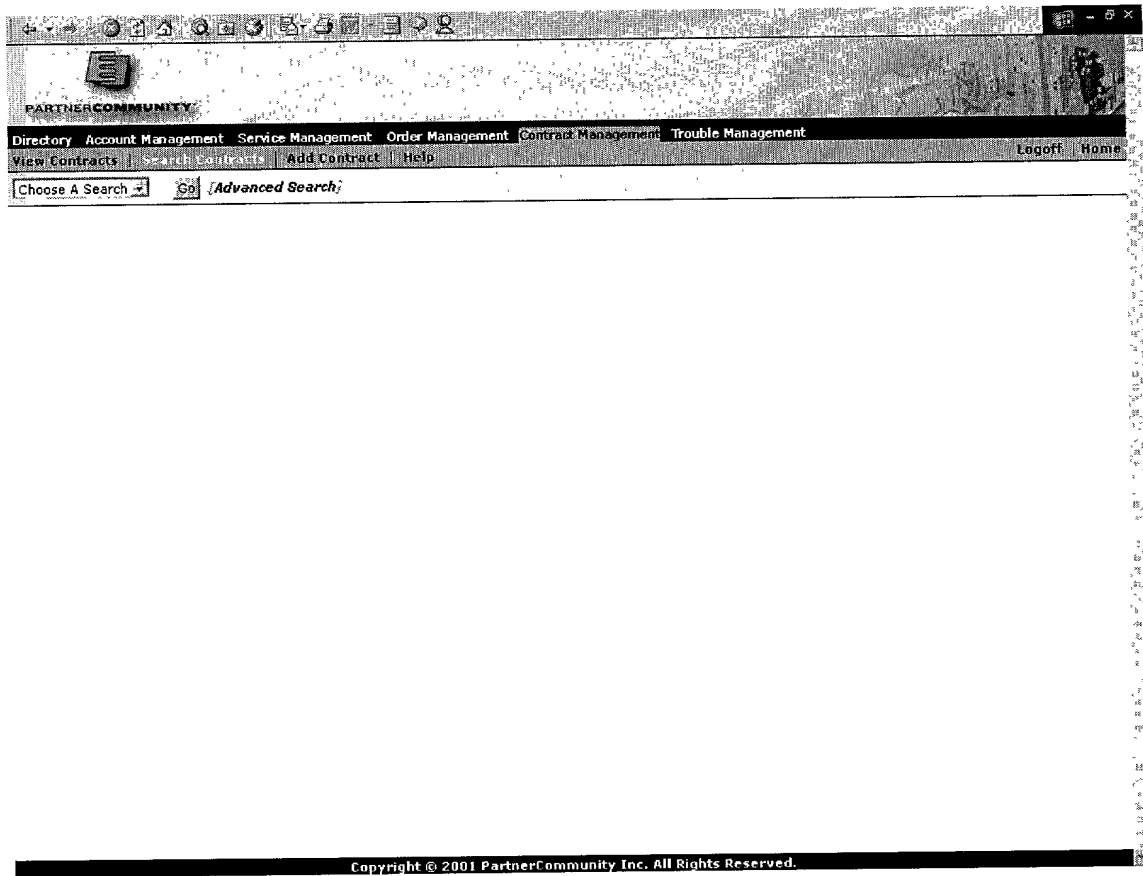


FIG. 18

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

1902 Step 1 Contract Meta Data 1904 Step 2 Add Clauses 1906 Step 3 Add Line Items 1908 Step 4 Review 1910 Step 5 Submit

Please Choose a Contract Type and Partner

Contract Type Choose a Contract Type

Partner Choose a Partner

Contract Status Choose a Contract Status

Start Date (MM/DD/YYYY)

End Date (MM/DD/YYYY)

Contract Description

Next (Step 2) >

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FIG. 19

PartnerCommunity

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5

Contract Meta Data Add Clauses Add Line Items Review Submit

Please Choose a Contract Type and Partner

Contract Type Choose a Contract Type

Partner Choose a Contract Type

Contract Status ASP - Hosting Agreement Master Level Agreement Non-Disclosure Agreement Service Level Agreement

Start Date (MM/DD/YYYY) 2002

End Date (MM/DD/YYYY)

Contract Description

Next (Step 2)

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FIG. 20A

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management **Contract Management** Trouble Management

View Contracts | Search Contracts | Add Contract | Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5
Contract Make Data Add Clauses Add Line Items Review Submit

Please Choose a Contract Type and Partner

Contract Type: ASP - Hosting Agreement

Partner: Choose a Partner

Contract Status: Choose a Contract Status

Start Date: 2004

End Date: 2006

Contract Description:

Active
Amended
Expired
In Dispute
Suspended
Under Negotiation

Next (Step 2) >

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FIG. 20B

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts | Search Contracts | Add Contract | Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5
Contract Meta Data Add Clauses Add Line Items Review Submit

Please Choose a Contract Type and Partner

Contract Type: ASP - Hosting Agreement

Partner: Choose a Partner

Contract Status: Active

Start Date: 03/14/2001 (MM/DD/YYYY) 2008

End Date: 03/21/2001 (MM/DD/YYYY) 2010

Contract Description: Description 2012

Next (Step 2) >

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FIG. 20C

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management **Trouble Management**

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5

Contract Meta Data Add Clauses Add Line Items Review Submit

Please Choose a Clause Type and Describe its Functionality

Choose a Clause Type
From the dropdown box you can Select a Clause Type.

Clause Description
For the Clause Type you have selected above enter it's description here.

Credit hrs for down time hrs 2102

3 credit hrs for each 1 hr of down time 2104

Add Clause

Below are the Clauses and Rules you have added.

Clause Type	Clause Description	Add/Edit

Back (Step 1) Next (Step 3)

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FIG. 21A

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5
Contract Meta Data Add Clauses Add Line Items Review Submit

Please Choose a Clause Type and Describe its Functionality.

Choose a Clause Type
From the dropdown box you can select a Clause Type.

Clause Description
For the Clause Type you have selected above enter its description here.

Add Clause

Below are the Clauses and Rules you have added.

Clause Type	Clause Description	Add/Edit
Credit hrs for down time hrs	3 cred hrs for each 1 hr of down time	

[< Back \(Step 1\)](#) [Next \(Step 3\) >](#)

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FIG. 21B

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 **Step 2** Step 3 Step 4 Step 5

Contract Meta Data Add Clauses Add Line Items Review Submit

Please fill in the critical items related to Clause Type Credit hrs for down time hrs

Hrs of down time

Hrs of down time

Hrs credited per down time

Hrs credited per down time (as specified by contract)

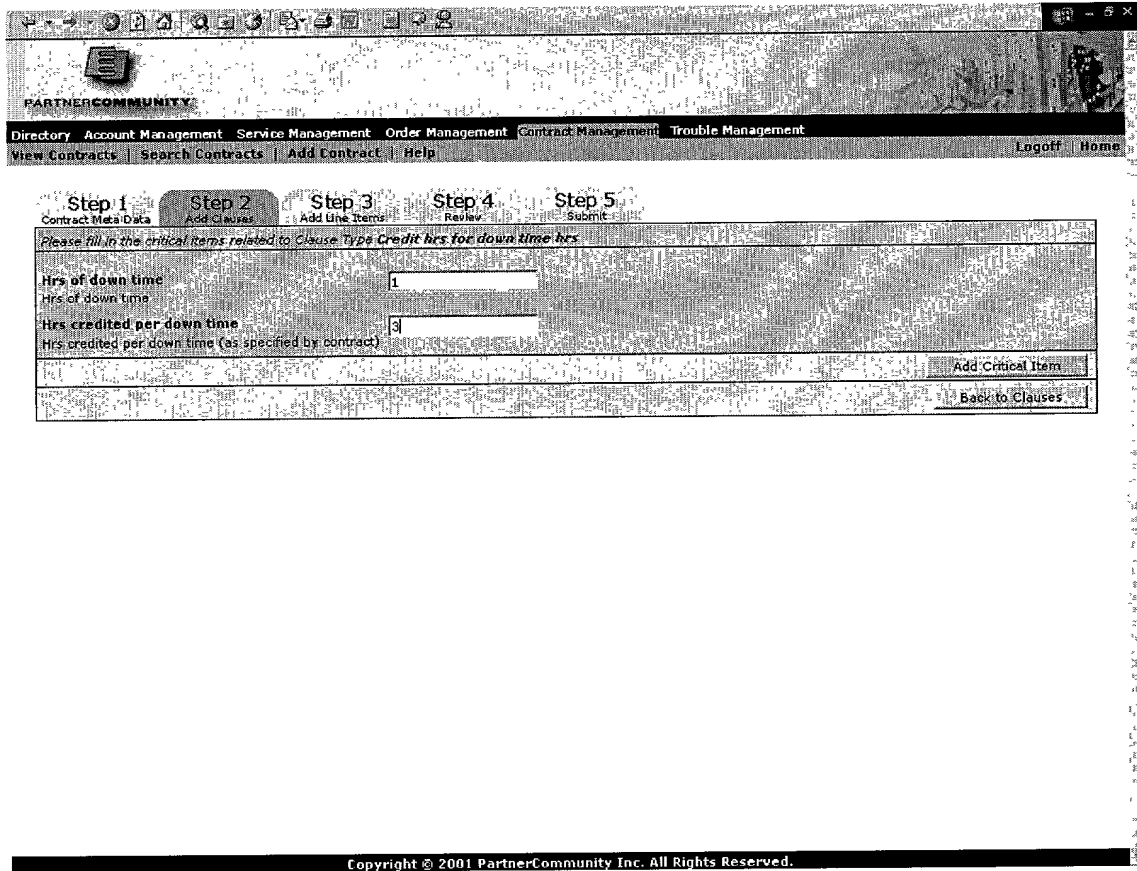
Add Critical Item

Back to Clauses

Add or Edit Critical Items

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FIG. 21C



PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5
Contract Meta Data Add Clauses Add Line Items Review Submit

Please fill in the critical items related to Clause Type Credit hrs for down time hrs

Hrs of down time	1
Hrs of down time	
Hrs credited per down time	3
Hrs credited per down time (as specified by contract)	

Add Critical Item

Back to Clauses

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FIG. 21D

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management
View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 **Step 2** **Step 3** **Step 4** **Step 5**
Contract Meta Data Add Clauses Add Line Items Review Submit

Please Choose a Clause Type and Describe its Functionality

Choose a Clause Type
From the dropdown box you can Select a Clause Type.

Clause Description
For the Clause Type you have selected above enter its description here.

Below are the Clauses and Rules you have added.

Clause Type	Clause Description	Add/Edit
Credit hrs for down time hrs	3 credit hrs for each 1 hr. of down time	<input type="button" value="Add"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
Hrs of down time	1	
Hrs credited per down time	3	

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FIG. 21E

The screenshot displays a web browser window with the 'PARTNERCOMMUNITY' logo and a navigation menu. The main content area shows a multi-step process for adding a line item to a contract. Step 3, 'Add Line Item', is the active step. It includes a 'Choose a Service' dropdown menu and a 'Select Service' button. Below this, a table lists the line items added, with columns for 'Service Name', 'Status', 'Start Date', and 'End Date'. The table is currently empty. Navigation buttons for 'Back (Step 2)' and 'Next (Step 4)' are visible at the bottom of the form.

Step 1: Contract Meta Data
Step 2: Add Clauses
Step 3: Add Line Item
Step 4: Review
Step 5: Submit

Please choose a service and click select service.

Choose a Service
From the dropdown box you can select a service type.

Choose a Service
Select Service

Below are the line items you have added.

Service Name	Status	Start Date	End Date
--------------	--------	------------	----------

Back (Step 2) Next (Step 4)

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FIG. 22A

PartnerCommunity

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5

Contract Meta Data Add Clauses Add Line Items Review Submit

Please choose a service and click select service.

Choose a Service

From the dropdown box you can select a service type.

Choose a Service

Hosted Exchange 2000 Advanced Service

Hosted Exchange 2000 Advanced Service

Hosted Exchange 2000 Enterprise Service

Hosted Exchange 2000 Standard Service

Select Service

Below are the line items you have added.

Service Name	Status	Start Date	End Date
--------------	--------	------------	----------

< Back (Step 2)

Next (Step 4) >

FIG. 22B

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management
View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5
Contract Meta Data Add Clauses Add Line Items Review Submit

Please choose a status and fill in the attributes of the service.

Service Chosen Hosted Exchange 2000 Advanced Service
Choose a Status Choose a Status
From the dropdown box you can select a status
Start Date 03/14/2001 (MM/DD/YYYY)
End Date (MM/DD/YYYY)

Add Line Item

Below are the Line Items you have added.

Service Name	Status	Start Date	End Date
--------------	--------	------------	----------

< Back (Step 2) Next (Step 4) >

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FIG. 22C

PartnerCommunity

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5

Contract Make Data Add Clauses Add Line Items Review Submit

Please choose a status and fill in the attributes of the service.

Service Chosen Hosted Exchange 2000 Advanced Service

Choose a Status Activated 2204

From the dropdown box you can select a status.

Start Date 03/14/2001 (MM/DD/YYYY) 2206

End Date (MM/DD/YYYY) 2208

Add LineItem

Below are the LineItems you have added:

Service Name	Status	Start Date	End Date

Back (Step 2) Next (Step 4)

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FIG. 22D

PartnerCommunity

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5

Contract Meta Data Add Clause Add Line Items Review Submit

Please choose a service and click select service.

Choose a Service Choose a Service

From the dropdown box you can select a service type.

Select Service

Below are the line items you have added.

Service Name	Status	Start Date	End Date
Hosted Exchange 2000 Advanced Service ----2210	Activated	03/14/2001	2212----

< Back (Step 2) Next (Step 4) >

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FIG. 22E

PartnerCommunity

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts | Search Contracts | Add Contract | Help

Logoff | Home

Step 1 Step 2 Step 3 Step 4 Step 5

Contract Meta Data Add Clause Add Line Items Review Submit

Please review the contract information.

Contract Information [edit](#)

Contract Type	ASP - Hosting Agreement
Partner	TeleComputing
Start Date	03/14/2001
End Date	03/21/2001
Contract Status	Active
Contract Description	Description

Clause Information [Add](#)

ClauseType	Description	Add/Edit
Credit hrs for down time hrs	3 credit hrs for each 1 hr of down time	X + -
Hrs of down time	1	
Hrs credited per down time	3	

LineItem Information [Add](#)

Service Name	Status	Start Date	End Date
Hosted Exchange 2000 Advanced Service Activated		03/14/2001	

Contract Document

To upload document please click Browse (optional).

[Browse...](#) [Submit Contract >](#)

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FIG. 23A

PartnerCommunity

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4 Step 5

Contract Meta Data Add Clauses Add Line Items Review Submit

Please review the contract information.

Contract Information

Contract Type	ASP - Hosting Agreement
Partner	TeleComputing
Start Date	03/14/2001
End Date	03/21/2001
Contract Status	Active
Contract Description	Description

Clause Information

ClauseType	Description	Add/Edit
Credit hrs for down time hrs	3 credit hrs for each 1 hr of down time	
Hrs of down time	1	
Hrs credited per down time	3	

Line Item Information

Service Name	Status	Start Date	End Date
Hosted Exchange 2000 Advanced Service Activated		03/14/2001	

Contract Document

To upload document please click Browse (optional)

E:\Ramzi\Companies\OSFVP_101 Browse 2304 2302 Submit Contract

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FIG. 23B

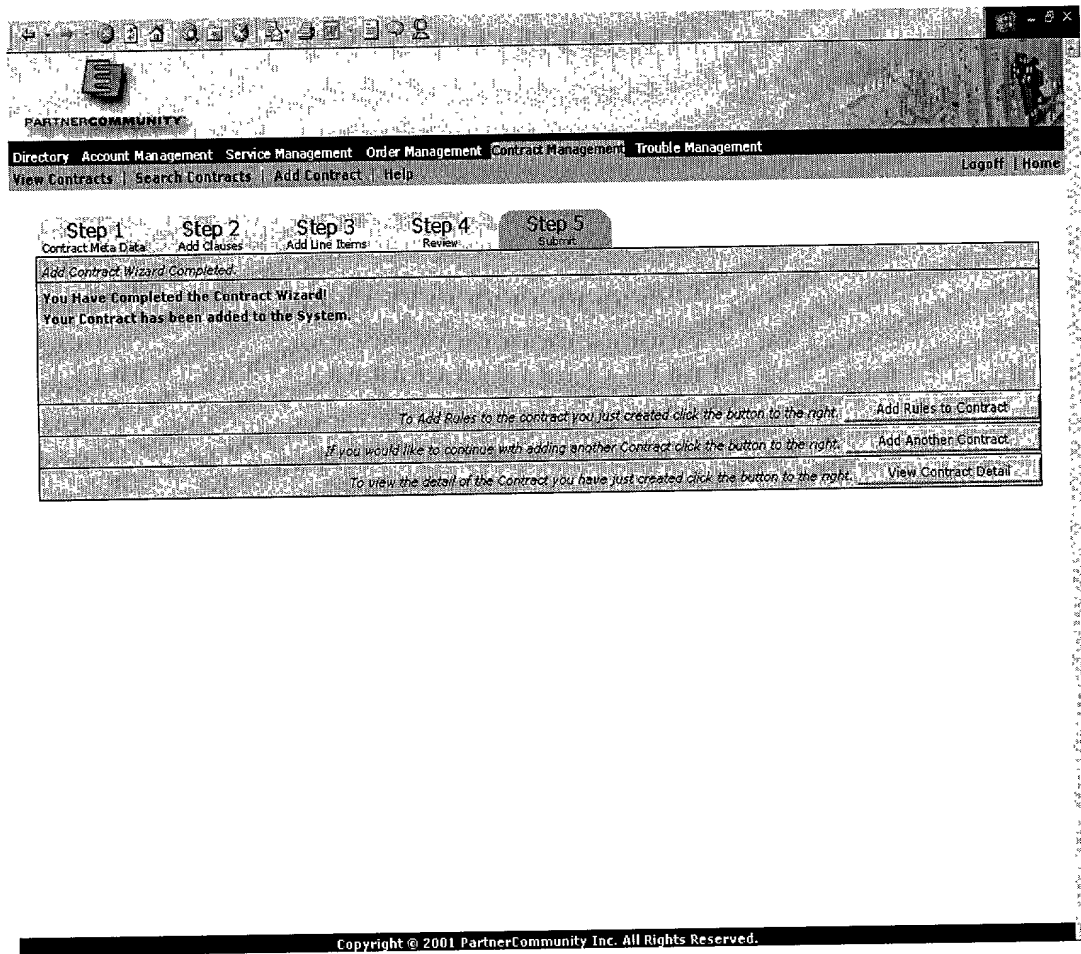


FIG. 24

The screenshot displays a web browser window with the 'PARTNERCOMMUNITY' logo and a navigation menu. The menu includes links for 'Directory', 'Account Management', 'Service Management', 'Order Management', 'Contract Management', and 'Trouble Management'. Below the menu, there are links for 'View Contracts', 'Search Contracts', 'Add Contract', and 'Help'. The main content area shows a four-step process: 'Step 1: Rule Type', 'Step 2: Rule Actions', 'Step 3: Review', and 'Step 4: Submit'. The 'Add Rules' section is currently active, showing a list of rules with radio buttons for selection. The rules are: 'Prior to End of Contract', 'Credit for down time', 'Days before equipment listing update', and 'On contract expiration'. A 'Next >>>' button is located at the bottom right of the 'Add Rules' section. The footer of the page contains the text 'Copyright © 2001 PartnerCommunity Inc. All Rights Reserved.'

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Rule Type Step 2 Rule Actions Step 3 Review Step 4 Submit

Add Rules

- ☒ Prior to End of Contract
- ☐ Credit for down time
- ☐ Days before equipment listing update
- ☐ On contract expiration

Next >>>

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FIG. 25A

The screenshot displays a web application interface for PartnerCommunity Inc. The top navigation bar includes links for Directory, Account Management, Service Management, Order Management, Contract Management, and Trouble Management. Below this, a secondary bar contains links for View Contracts, Search Contracts, Add Contract, and Help, along with Logoff and Home buttons. The main content area features a progress indicator with four steps: Step 1 (Rule Type), Step 2 (Rule Actions), Step 3 (Review), and Step 4 (Submit). The current step, Step 2, is highlighted. Below the progress indicator, there is a section titled "Add Actions for Rule" containing a checkbox labeled "Apply credit hrs as specified in contract". At the bottom of this section are two buttons: "< Back (Step 1)" and "Next (Step 3) >". The footer of the page states "Copyright © 2001 PartnerCommunity Inc. All Rights Reserved."

FIG. 25B

The screenshot displays a web browser window with the PartnerCommunity logo and navigation menu. The main content area shows the 'Rules Wizard Review' step, which includes a 'New/Modified Rules' section with an 'Add Rule' button and a 'Process Rules' button. The footer contains the copyright notice: Copyright © 2001 PartnerCommunity Inc. All Rights Reserved.

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Step 2 Step 3 Step 4

Rule Type Rule Actions Review Submit

Rules Wizard Review

New/Modified Rules

Add Rule To Add a rule please click add rule

After specified hrs of down time apply number of credit hrs

Process Rules >

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FIG. 25C

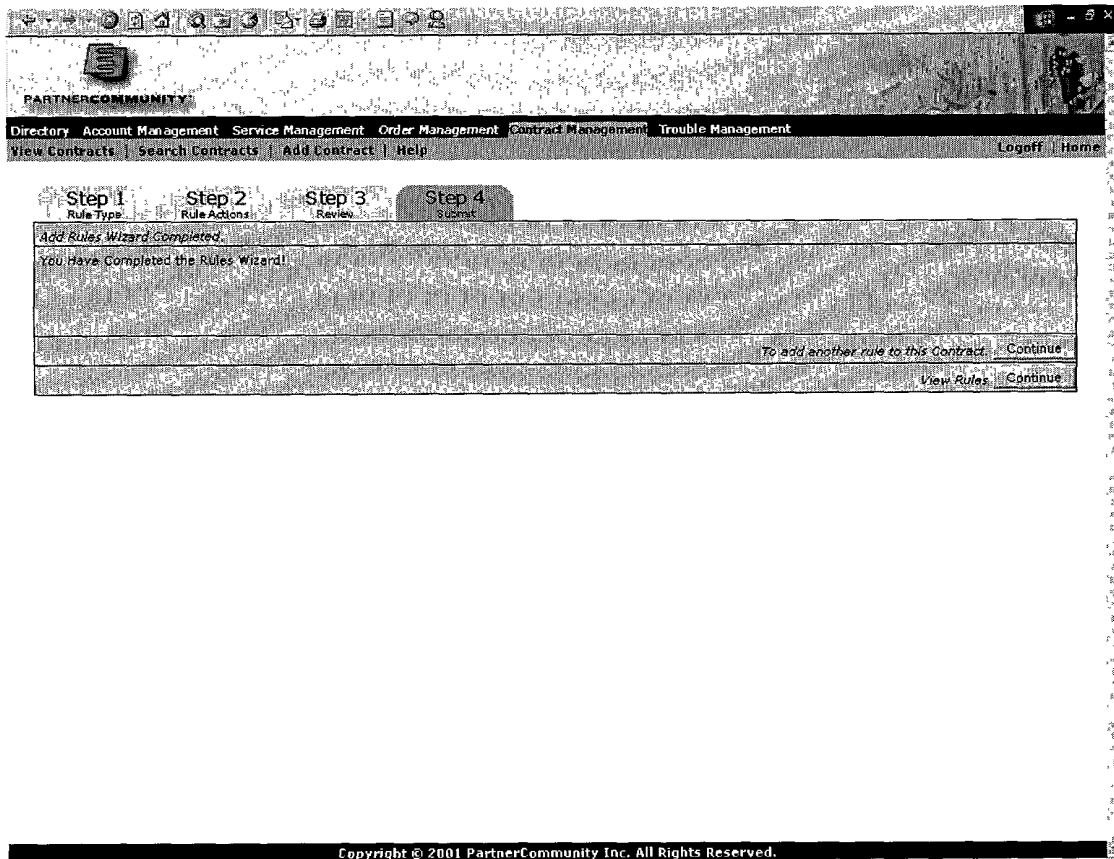


FIG. 25D

The screenshot displays a web browser window with the 'PARTNERCOMMUNITY' logo and a navigation menu. The menu includes 'Directory', 'Account Management', 'Service Management', 'Order Management', 'Contract Management' (which is highlighted), and 'Trouble Management'. Below the menu are links for 'View Contracts', 'Search Contracts', 'Add Contract', and 'Help'. On the right side of the menu, there are 'Logout' and 'Home' links.

The main content area shows a four-step process: 'Step 1 Rule Type', 'Step 2 Rule Actions', 'Step 3 Review', and 'Step 4 Submit'. The 'Step 2 Rule Actions' tab is currently active.

Under the 'Add Rules' heading, there is a list of four radio button options:

- ☒ Prior to End of Contract
- ☐ Credit for down time
- ☐ Days before equipment listing update
- ☐ On contract expiration

A 'Next >>' button is located at the bottom right of the form.

At the bottom of the page, a copyright notice reads: 'Copyright © 2001 PartnerCommunity Inc. All Rights Reserved.'

FIG. 25E

The screenshot displays a web browser window with a toolbar at the top. Below the toolbar is a navigation bar for "PARTNERCOMMUNITY" with links: Directory, Account Management, Service Management, Order Management, Contract Management, and Trouble Management. A secondary bar contains links: View Contracts, Search Contracts, Add Contract, and Help. On the right of the navigation bar are "Logoff" and "Home" links.

The main content area shows a four-step process:

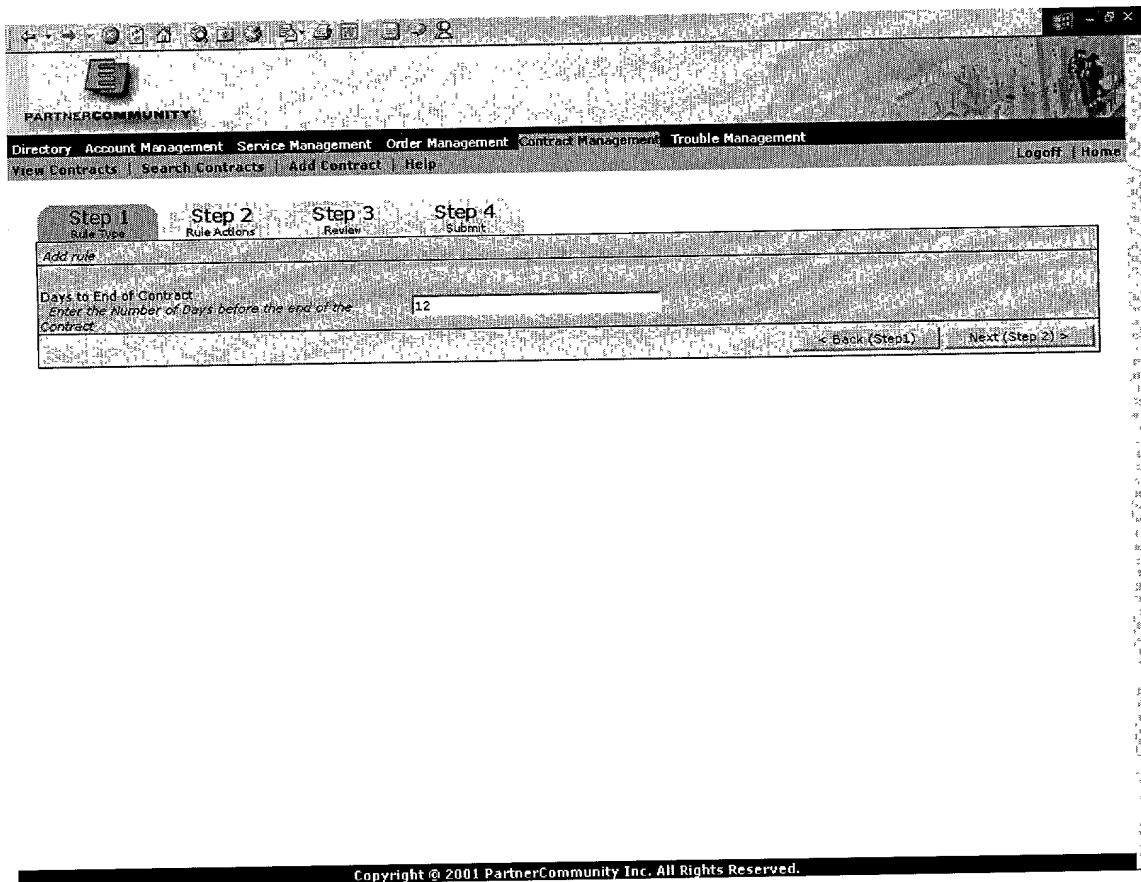
- Step 1: Rule Type
- Step 2: Rule Actions
- Step 3: Review
- Step 4: Submit

The "Add rule" section is active, showing the text "Days to End of Contract" and "Enter the Number of Days before the end of the Contract". A text input field is provided for the user to enter a value.

At the bottom of the form are two buttons: "Back (Step 1)" and "Next (Step 2)".

The footer of the page contains the text: "Copyright © 2001 PartnerCommunity Inc. All Rights Reserved."

FIG. 25F



PartnerCommunity

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logoff Home

Step 1 Rule Type Step 2 Rule Actions Step 3 Review Step 4 Submit

Add rule

Days to End of Contract
Enter the Number of Days before the end of the Contract

12

< Back (Step 1) Next (Step 2) >

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FIG. 25G

The screenshot displays a web browser window with the 'PARTNERCOMMUNITY' logo and a navigation menu. The main content area shows a four-step process: Step 1 (Rule Type), Step 2 (Rule Actions), Step 3 (Review), and Step 4 (Submit). The 'Add Actions for Rule' section is active, showing a checked 'Send Email' option and an email address field containing 'ryehia@partnercommunity.com'. Navigation buttons for '< Back (Step 1)' and 'Next (Step 3) >' are visible at the bottom of the form.

PARTNERCOMMUNITY

Directory Account Management Service Management Order Management Contract Management Trouble Management

View Contracts Search Contracts Add Contract Help Logout Home

Step 1 Rule Type Step 2 Rule Actions Step 3 Review Step 4 Submit

Add Actions for Rule

☒ Send Email

ryehia@partnercommunity.com Enter the Email Address

< Back (Step 1) Next (Step 3) >

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FIG. 25H

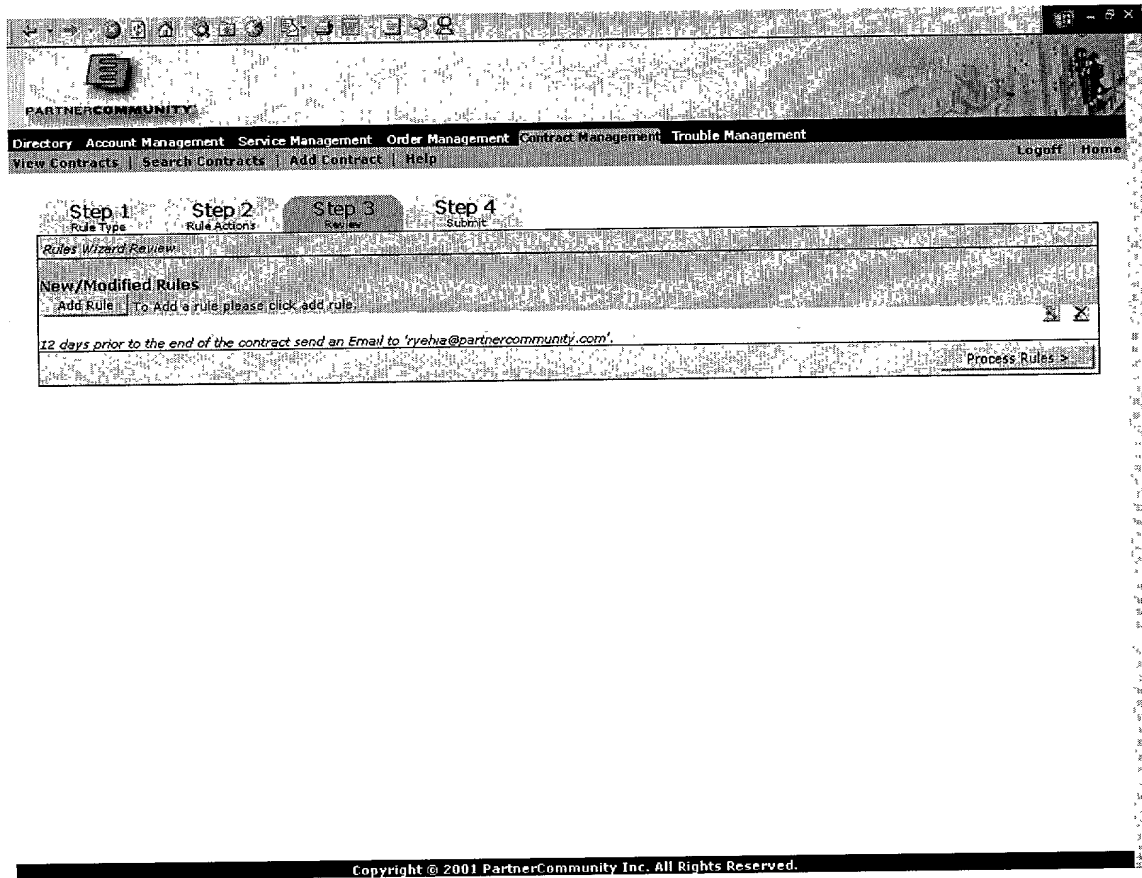


FIG. 25I